How Software Can Help Heal Business Pain Points.

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The Methodologies:

In today's competitive business climate, there is the continuous need to improve upon companies' processes and workflow methodologies to get the most out of employees and, if applicable, equipment. Undoubtedly, you've likely heard the terms "Business Process Management" (BPM), "Robotic Process Automation" (RPA), and "Workflow Management" (WM).

Quickly defined, BPM is about designing processes, executing them across systems and employees, managing tasks, and optimizing it all continually. RPA consists of using technology to automate routine work tasks of your BPA, and WM focuses on the structure and methods of work in an organization.

While each of the concepts do have their differences, they can be complimentary, and they all attempt to achieve the same goal: Getting more productivity, and therefore more profit, out of a finite amount of time and set amount of resources.

So how does one go about utilizing RPA, BPM, and WM methods to create efficiencies? Develop your own software solutions.

Sometimes Perception Isn't Reality:

We'll get back to software in a minute, but let's first talk about how we identify where software should be applied in order to create efficiency.

Maybe you already know where your difficulties lay. Perhaps it's something complex like your company cannot keep track of inventory or delivery truck locations, or perhaps it's something simple like you never get your phone messages correctly. If you do know the problem, you're in luck, you're already halfway to solving your problem. If you don't know the problem, then you need to find out what it is, and the best way to do this is to use Workflow Management methodologies to identify the problems or "pain points" within your organization. Having a third party entity help you in this discovery process can be invaluable.
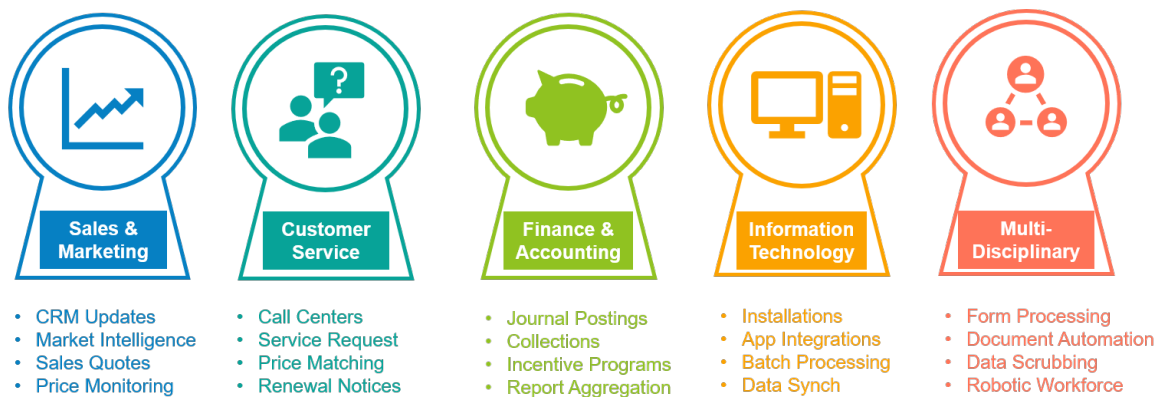
Day-in and day-out, you work through the same processes and procedures, so it can sometimes be hard to see the bear through the forest, or, in other words, you've become so accustomed

to your pain, you can't even identify it. A third party can come in and study your workflows, and then can apply their advice and knowledge. Many times, outside parties have deep understanding of solutions from similar industries of which you might not even be aware, or, based on the study of your processes, use their experience to recommend custom solutions specific to your needs.

Software is the Key:

While finding where your pain points are is important so you can focus your solution, repetition is the mother of learning. Over the course of time, we here at ipCGDEV have come across frequently desired automation needs within corporations where the application of software, specifically AI-related software, created efficiencies to workflows. Here are twenty examples, but there are certainly more:

Numerous areas of business can be enhanced by the application of software and when you customize software with some level of BPA, PRA, or WM software, the efficiency results can be exponential.

Sales & Marketing	Customer Service	Finance & Accounting	Information Technology	Multi-Disciplinary
• CRM Updates • Market Intelligence • Sales Quotes • Price Monitoring	• Call Centers • Service Request • Price Matching • Renewal Notices	• Journal Postings • Collections • Incentive Programs • Report Aggregation	• Installations • App Integrations • Batch Processing • Data Synch	• Form Processing • Document Automation • Data Scrubbing • Robotic Workforce

It's important to note that software code need not be complex. Sometimes a simple software macro that fills in fields in an automated form, from an automated web search (RPA) is enough to start an AI journey within your company.

Software is integral to our other previously stated methodologies BPM, RPA and WM, as it creates a "management platform" to offer control and analytics of your workflow. It's important to note that often "off the shelf" solutions can be applied, so there is no need to create things from scratch and if need be, customization tweaks can be made through the use of APIs (Application Programming Interfaces) connecting two unrelated pieces of commercial software or databases.

Additional efficiencies can be gained when you take your desktop or cloud-based program and add in a mobile app for your smartphone or tablet that connects everything together. Many companies are now developing simultaneous with new software initiatives, business specific mobile apps for use by their employees and/or customers which are versions of their larger systems.

Find A Competent Partner:

When you begin looking at adding customized software to maximize workflow productivity, it's important to look for a vendor that will give you the best ROI of course, but you should also consider these points as well:

- Total cost of ownership – Does the vendor discuss all cost with you upfront?
- Ease of use – How hard will it be for users to interact with the software?
- Security – How secure is the software and API that are running?
- Features – What are the functions of the tool you are creating?
- Vendor experience – Have they built software in your business sector before?
- Support – What kind help will you get in a week, a month, a year?

Also, as we talked about in pain point identification, it's important to make sure your vendor has the ability to extract process specifics. The more they understand the process to be automated, the less time you'll spend trying to explain your business in basic terms so they can create appropriate code.

We hope this short article helped you on your journey to deciding how, who, and where analyzing your workflows and applying software will expand your business.